



Agecaretechnologies.com Privacy Notice

How we collect, store, manage and share your personal information

Identity and contact details of the Data Controller

Age Care Technologies Limited (“ACT”) is a controller of personal information for the purposes of the General Data Protection Regulation (“GDPR”)[1]. Our contact details for data protection purposes are as follows:

West Point, Second Floor Mucklow Office Park, Mucklow Hill, Halesowen, West Midlands, United Kingdom, B62 8DY

You can contact the data governance team on: dataprotection@agecaretechnologies.com

[1] By this we mean the Regulation as supplemented and amended by the Data Protection Act 2018. (i) unless and until the General Data Protection Regulation ((EU) 2016/679) (“GDPR”) is no longer directly applicable in the UK, the GDPR and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK and then (ii) any successor legislation to the GDPR or the Data Protection Act 2018.

Purpose of this Privacy Notice

This Privacy Notice tells you what to expect when ACT processes personal information. It applies to information about visitors to this Website, applicants, residents and other service users. It tells you the purposes for which we may process your personal information and the legal basis for the processing activities.

Changes to this Privacy Notice

We regularly review our Privacy Notice and will place any updates on our website; this Notice was last updated in May 2023.

Why do we collect and store personal information?

This website only stores the basic information necessary to allow your chosen web browser to display and run the site as intended. We do not collect any information from this website unless you voluntarily do so, for example by sending us an enquiry or signing up to a mailing list.

Legal basis for processing

We rely upon different legal bases for processing personal data depending upon the circumstances and purposes of processing.

Firstly, as required by Article 6 of the UK Data Protection Act (DPA) 2018 we process data with the explicit, informed and specific consent of our users. We ensure also that consent is given for the storage of any sensitive personal data as required under Article 9 of the DPA.

Secondly, we might be required to process and then retain personal data for legal and / or statutory purposes, for example financial records, employee information and records.

Special categories of personal data are defined within the GDPR / DPA and cover racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a person's sex life or sexual orientation.

Please note that no sensitive personal data is collected by ACT through your use of this website.

Information we may hold and how we use it

1. We hold names & dates of birth, photographic ID and information about ACT's own employees and agents.
2. We hold contact details for you so we can communicate with you by your preferred means, and keep you informed about ACT if you have opted in to our mailing list
3. We keep financial records for statutory record keeping purposes
4. Our Contact Centre may record your telephone calls for Quality Assurance, training and monitoring purposes to ensure we are delivering a good service. Any call recordings will be held in accordance with our retention policy before being erased.

We will only ask for personal information that is appropriate to enable us to deliver our services. In some cases you can refuse to provide your details if you deem a request to be inappropriate. However, you should note that this may impact our ability to provide some services to you if you refuse to provide information that stops us from doing so.

How we manage your personal information

[See more](#)

We process your personal information in accordance with the principles of the UK Data Protection Act 2018.

We will treat your personal information fairly and lawfully and we will ensure that information is:



1. Processed for limited purposes;
2. Kept up-to-date, accurate, relevant and not excessive;
3. Not kept longer than is necessary;
4. Kept securely.

Access to personal information is restricted to authorised individuals on a strictly need to know basis.

We are committed to keeping your personal details up to date, and we encourage you to inform us about any changes needed to ensure your details are accurate.

To help us to ensure confidentiality of your personal information we may ask you security questions to confirm your identity when you call us. We will not discuss your personal information with anyone other than you unless you have given us prior written authorisation to do so.

Periods of which we will store your personal information

We retain your data for the minimum mandated statutory period in accordance with the principle of data minimisation. Typically this is for a 6 year period.

Sharing your personal information

Normally, only ACT staff will be able to see and process your personal information. However, there may be times when we will share relevant information with third parties for the purposes as outlined, or where we are legally required to do so. When sharing personal information, we will comply with all aspects of the Data Protection Act and other relevant legislation such as the Privacy in Electronic Communications Regulation (PECR).

Where necessary or required, we may share information as follows:

1. to comply with the law (e.g. the police, Her Majesty's Revenue and Customs, Council Tax Registration Officer, Social Security Fraud Act) or a court order
2. where there is a clear health or safety risk to an individual or members of the public, evidence of fraud against ACT, other irregular behaviour or a matter ACT is investigating
3. providing the name, address and contact number of an older person to contractors or other agents providing services on ACT's behalf
4. providing information anonymously for bona fide statistical or research purposes, provided it is not possible to identify the individuals to whom the information relates
5. To protect the vital interests of an individual (in order to comply with health and safety requirements or an emergency)

Your rights under the Data Protection Act 2018 (DPA)

You have a number of rights under the UK's derogation of European GDPR Legislation; these remain unaffected by the UK's departure from the European Union, until new legislation is passed either by the EU or UK that diverges from the current regulations.

Access to personal information

Under the DPA, you have a right to ask us what personal information we hold about you, and to request a copy of your information. This is known as a 'subject access request' (SAR). SARs need to be made in writing (we have a subject access form you can use for this purpose), and we ask that your written request is accompanied by proof of your identity. We have 72 hours to acknowledge your SAR and 30 days within which to provide you with the information you've asked for (although we will try to provide this to you as promptly as possible). You will be notified where it is not possible to fulfil the SAR within the 30 days, with the reason given for the need to extend the response period.

Following your SAR, we will provide you with a copy of the information we hold that relates to you. This will not generally include information that relates to your property such as repair logs or details of contractor visits, as this is not considered personal information.

Rectification

If you need us to correct any mistakes contained in the information we hold about you, you can let us know by contacting us directly via; dataprotection@agecaretechnologies.com

Erasure

You have the right to ask us to delete personal information we hold about you. You can do this where:

1. the information is no longer necessary in relation to the purpose for which we originally collected/processed it
2. where you withdraw consent
3. where you object to the processing and there is no overriding legitimate interest for us continuing the processing
4. where we unlawfully processed the information
5. the personal information has to be erased in order to comply with a legal obligation

We can refuse to erase your personal information where the personal information is processed for the following reasons:

1. to exercise the right of freedom of expression and information;
2. to enable functions designed to protect the public to be achieved e.g. government or regulatory functions



3. to comply with a legal obligation or for the performance of a public interest task or exercise of official authority;
4. for public health purposes in the public interest;
5. archiving purposes in the public interest, scientific research historical research or statistical purposes;
6. the exercise or defence of legal claims; or
7. where we have an overriding legitimate interest for continuing with the processing

Restriction of processing

You have the right to require us to stop processing your personal information. When processing is restricted, we are allowed to store the information, but not do anything with it. You can do this where:

1. You challenge the accuracy of the information (we must restrict processing until we have verified its accuracy)
2. You challenge whether we have a legitimate interest in using the information
3. If the processing is a breach of the Data Protection Act or otherwise unlawful
4. If we no longer need the personal data but you need the information to establish, exercise or defend a legal claim.

If we have disclosed your personal information to third parties, we must inform them about the restriction on processing, unless it is impossible or involves disproportionate effort to do so.

We must inform you when we decide to remove the restriction giving the reasons why.

Objection to processing

You have the right to object to processing where we say it is in our legitimate business interests. We must stop using the information unless we can show there is a compelling legitimate reason for the processing, which override your interests and rights or the processing is necessary for us or someone else to bring or defend legal claims.

Withdrawal of consent

You have the right to withdraw your consent to us processing your information at any time. If the basis on which we are using your personal information is your consent, then we must stop using the information. We can refuse if we can rely on another reason to process the information such as our legitimate interests.

Right to data portability

The right to data portability allows us to obtain and reuse your personal data across different services. It allows us to move, copy or transfer personal data easily from one IT environment to another in a safe and secure way. The right only applies to personal data you have provided to us where the reason we are relying on to use the information is either your consent or for the performance of a contract. It also only applies when processing is carried out by us using automated means.

Further information

For further information on how to request your personal information and how and why we process your information, you can contact us using the details below.

Age Care Technology Limited, West Point, Second Floor Mucklow Office Park, Mucklow Hill, Halesowen, West Midlands, United Kingdom, B62 8DY

The Information Commissioner (ICO) is also a source of further information about your data protection rights. The ICO is an independent official body, and one of their primary functions is to administer the provisions of the GDPR.

You have the right to complain to the ICO if you think we have breached the GDPR. You can contact the ICO at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
0303 123 1113 | <http://www.ico.org.uk/>